



RETREAT

to the hills

INFORMATION FOLDER

**Everything you should need for
your stay with us in the hills....**



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REST RELAX REVIVE

Welcome to The Retreat Barn

We really hope you will enjoy your stay with us in the Malvern Hills.

Come & go as you please during your stay

Please remember to lock the doors and windows when you go out and take your key with you.

When you leave on your last day please lock up and pop the key back in the security box by the front door. The code for the box will have been sent to you by text or email prior to your arrival.

Check In / Out

Check in time is between 4pm and 8pm.

Please depart by 10 am on your last day. Please can you leave the barn in the same clean and tidy state as you found it. Please lock up and pop the key in the key box.

Breakages

Accidents happen, but just so we can sort out replacements in time for our next guests please let us know.

Fire & Security

Ensuring you are safe and sound during your stay is our absolute priority. There are smoke and fire detectors in the barn.

There is a fire blanket and fire extinguisher in the kitchen. There is a Minut alarm in the hallway to track temperature.

In the event of a fire these will be triggered. In the event of a fire please leave the building immediately via your nearest exit. If we are not at home please call 999 straight away and request a fire brigade .

We have a number of security cameras covering the front drive - don't worry you are not on Big Brother, these are only used for security purposes.

Barbecues

We are sorry but we do not allow Barbecues due to health and safety reasons, the Retreat Barn and the deck are all clad in cedar.

Dogs

We do accept one well behaved dog by prior arrangement only. There is an additional charge of £25 per stay. Dogs are to be kept on a lead and not left in the barn alone. Please don't let your dog run off its lead in our garden as our two get a bit sniffy! Please note that we don't provide dog bowls / towels or bedding. If you are bringing a dog please bring your own. Please refer to the dog rules on our website for more information.



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Refuse

Your bin has two compartments.

The recycling section is for all paper, cardboard, tin and foil and plastic containers that are recyclable.

The general waste section is for any food and non recyclable items.

The wooden box is for all glass bottles.

There is a galvanised metal bin to the left of the log store by the front gate for any dog waste.

Fire Wood

We have provided enough wood/kindling and fire lighters to allow you to light the wood burner and hot tub once a day for the duration of your stay. The wood for the hot tub is in the store on your deck. If you wish to use more just let us know and we can provide it at a nominal charge of £5 per bag.

Heating

As well as the wood burner, the Barn is heated by oil fired radiators. These run on a thermostat system so you will find it switches on and off during the day.

Hot Tub

The hot tub is cleaned and filled ready at the start of each stay, you can use it 3 times before we empty and refill. The water must cover the firebox of the heater and ideally be approx 30cm from the top of the tub. Obviously the water rises when you get in.

We can't prelay the woodburner as it will get damp. Set it up in the same way as the fire in your woodburner, with paper first a small pile of kindling (approx 4- 6 pieces), and a fire lighter. add a few small logs and then light, leaving the door open for it to get going initially. Then add a few small logs and add the larger logs once this has caught.

You will need to feed the wood burner with logs to help it reach the desired temperature. You regulate the heat by sliding the burner lid to change the air flow. As the water heats occasionally stir it with the large wooden paddle much as you would swirl water in a bath.

Once it has been lit please allow 2-3 hours for it to heat up. There is a thermometer in the water and we recommend waiting for it to reach 104 degrees Fahrenheit, (37 degrees Celsius), before you use it. Once it has reached temperature you don't need to add any more logs for a while. Avoid letting the fire go out completely whilst you are using it.

KEEP THE LID ON WHILST IT IS HEATING UP, this allows it to heat up quicker.



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Please don't add any oils or products to the water. The wood is a special Thermowood cedar - so it naturally retains the heat - and you get a lovely cedar fragrance.

Once you have finished with the tub replace the lid, this stops leaves and other bits landing in the water. Don't sit on the lid it is not strong enough.

A drinks holder is on the side of the tub, and plastic wine glasses are in your cupboard please don't use glass - it is recommended that you drink plenty of water whilst using the tub.

You will find that the water will stay quite warm if you wish to start the day with a hot tub soak - and it won't take as long to heat up. (Providing you put the lid back on overnight). Usually only 30-40 minutes. It is recommended that you shower before using the hot tub, (Japanese style), as we don't add any chemicals to the water.

If you use the hot tub more than 3 times during your stay please hang the "Hot Tub Refill" sign on our front door and we will empty it, clean it and refill ready for you to use again. We clean it using an eco friendly anti bacterial spray cleaner. We empty the water directly onto our garden. We also reuse the ash from the fire on our soil.

3 Top Tips for using the Hot Tub:

- *Remember to stir the water, (heat rises)!*
- *Once you get the woodburner lit and the fire is going nicely close down the vent to half way - otherwise your fire will roar away and you won't have much wood left.*
- *Keep the lid on whilst heating and after use so you can reuse it.*

Boot and Coat Dryer

The boot and coat dryer in the bathroom is the perfect way to dry out any walking boots /over clothes after a days walking. The instructions to operate it are on the door.

PLEASE CAN YOU EMPTY THE WATER RESERVOIR AFTER EVERY USE.

Please don't dry your boots and clothes on the radiators.

WC's

Living in the country comes with all kinds of off grid perks, one of which is our own waste system. Therefore we kindly ask that you don't flush any sanitary items, random objects or your hopes and dreams down the loo!



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What we provide:

We provide organic soap in the kitchen and bathroom from The Little Soap company, and their organic shower gel. There is also a hand sanitiser dispenser. In the kitchen you will find eco friendly washing up liquid, a washing up sponge, kitchen spray, clingfilm, foil, tea towels, an oven glove and salt & pepper, and Nespresso pods for the coffee maker. We provide recycled toilet paper. We are sorry but we are no longer supplying any other food products as we would have to throw them away between each guest so please bring any tea bags, milk, sugar etc you require.

We provide a daily supply of kiln dried firewood, (locally sourced from Certainly Wood), fire lighters and matches.

We provide organic bed linen, the pillows are hypo allergenic. All of the bedding is professionally laundered at high temperatures and the pillow and mattress protectors are washed between every stay. The bed is a Super King and can be made up as two singles. Please let us know at the time of booking if this is required.

In the bathroom you will find two bath sheets and two hand towels.

There is an iron and ironing board. There are hangers in the wardrobe.

There are wind up torches for you to use during your stay. There is also a small First Aid kit.

The radio in the kitchen also has Bluetooth so you can play your own music and playlists. (Our wifi isn't great for streaming).

Please note there is no dishwasher / washing machine.

What we recommend you bring:

Please bring a bathrobe if you like to use one - there are hooks by the hot tub. We also have stone floors throughout the barn so slippers are useful. You may want to have extra towels so you have one for hot tub use only.

We are in walking country so walking boots / wellies are useful along with wet weather gear.

There is a large boot and coat dryer in the bathroom - perfect for saying out wet walking boots / coats ready for your next days adventure.

Some optional extras you might want to bring:

Camera

Binoculars

Bird, plant and tree spotting books

Picnic rug

Bikes

Flask (for day trips and long walks)

A hip flask

A telescope for star watching



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Wifi

The Wifi network and password will be in your welcome letter on the table when you arrive.

Our wifi network is a bit outdated due to the distance we are from the exchange. Therefore you should find it sufficient to send and download emails but not great for streaming music and movies. (But we have provided a DVD player and you may wish to bring some DVD's to watch and there is Blue Tooth on the radio so that you can play your own downloaded music.

Nearest Doctor / Dentist

*The closest doctor's surgery and dentist are both in Upton.
Turner Hill, Upton, WR8 0QL*

Doctors : 01684 592696

Dentist: 01684 592954

Malvern Community Hospital (Not 24 hour)

185 Worcester Road

Malvern

WR14 1EX

01684 612619

24 Hour A&E

Worcester Royal Hospital

Charles Hastings Way

Worcester

WR5 1DD

01905 763333

Getting around

Taxis are available but you do need to book in advance, (no uber here we're afraid).

Here are a few numbers to try:

Amy - 07812906535

Sayed - 07939427526

There is a train station at Ledbury, which runs to Hereford or Birmingham / London in the other direction.



Shopping - Food

[Clives Fruit Farm](#) is only 10 minutes away. It has a fantastic Butchers fresh bread and fruit and vegetables and soft and alcoholic drinks. In the Summer it has a PYO. Ideal if you want to pull together a picnic meal.

www.clivesfruitfarm.co.uk, WR8 OSA. It is signposted from the main road out of Welland.

Ledbury has some lovely independent shops on the High Street - several Butchers and two Deli's. It also has a Coop, Tesco and Lidl. It also has a weekly Farmers market.

In Malvern there is a Waitrose, Morrisons, Lidl and Tesco Express

Just outside Ledbury [The Nest](#) is well worth a visit - it is home of the Scotch Egg company and they have an amazing choice of Scotch eggs in different flavours, a buzzing cafe, and a small deli selling locally sourced food and drink. Perfect for picking up what you need for a picnic.

Little Verzons Farm, Hereford Rd, Ledbury HR8 2PZ

Shopping - other

Malvern has a small retail park with a Marks and Spencers, Boots, Next, Halfords and a few other stores.

Visit Rhubarb Home in Great Malvern for beautiful homewares and interiors, they have a gift shop and homewares store.

Holloways in Suckley is another place with lovely homewares and it also has a great cafe.

Baileys Home is well worth a visit if you like vintage chic, it is an old barn full of high end rustic and recycled homewares. It also has another quirky cafe for teas, coffee and cake.

Warehouse 701 is a place to lose a few hours rummaging in the reclamation yard, it's just outside Hereford near Holme Lacy.

Cheltenham has a good mixture of high street and independent stores. It has a John Lewis department store, Marks and Spencers and House of Fraser.



Eating In

One of the benefits of COVID have been an increase in the number of establishments locally who now offer a take away / collection service. Most of them feature their menus on their Facebook pages along with information on how to collect.

The [Robin Hood pub](#), Gloucester Road, WR13 6BS 01684833212 Pub garden, dog friendly. This is our closest pub and is an easy walk.

[The Farmers Arms pub](#) in Birtsmorton. WR13 6AP 01684833308 Pub garden, dog friendly. A little further but you can still walk to it.

[The Marlbank Inn](#), Marlbank Road, Welland, WR13 6NA. 01684310603 Pub garden, Dog Friendly.

[Masa Mexican Kitchen](#) - deliver chilled prepared food to finish cooking in your kitchen. Food prep is minimal just a few minutes to warm food in pans. Menus are posted on Facebook on a Sunday morning and they take orders up to Tuesday 6pm for Friday and Saturday delivery. So do book before you arrive if you fancy Mexican!

[Blue Orchid House](#), 23 High Street, Ledbury, HR8 1DS, 01531 631188 they do deliver.

[Thai Rama](#), Walwyn Road, WR13 6QX, 01684 541563

[Sitara](#), 19 High Street, Ledbury, HR8 1DS, 01531 630088

[Smokey Dough Pizza](#) have a mobile pizza van and are in Welland on a Friday night.

There are even more place in Malvern and the surrounding villages offering a take away service. If you [click here](#) it takes you to a pdf with an up to date list.



Eating Out

If you feel like leaving the cosy comfort of the Barn, we have several excellent country pubs and eateries nearby, who serve delicious, locally sourced food.

The stylish [Inn at Welland](#) is our favourite. Less than 10 minutes away you are guaranteed a warm welcome and great food.

The Inn at Welland, Hook Bank, Welland, WR13 6LN, 01684592317

Pop to the [Swan at Hanley](#) for roaring fires, friendly locals and a fantastic meal in the bar or conservatory. (Dog friendly in the bar area)

The Swan Inn at Hanley Swan, Worcester Road, Hanley Swan, WR8 0EA, 01684311870

Even closer is [The Marlbank Inn](#), Marlbank Road, Welland, WR13 6NA. 01684310603 Dog Friendly.

If you are after somewhere to celebrate a special occasion why not try [Verzon House](#), just the other side of Ledbury. Enjoy their own wine, gin and vodka, along with some delicious locally sourced food.

Verzon House Hotel, Hereford Road, Trumpet, Ledbury, HR8 2PZ, 01531 670381

[Pensons Restaurant](#) on the Netherwood Estate - locally sourced food in a beautiful setting.

We also have two great Thai restaurants locally, one in Ledbury and one in Colwall, and the Sitara in Ledbury offers modern Indian cuisine.

[Blue Orchid House](#), 23 High Street, Ledbury, HR8 1DS, 01531 631188 Great Thai food.

[Thai Rama](#), Walwyn Road, WR13 6QX, 01684 541563

[Sitara](#), 19 High Street, Ledbury, HR8 1DS, 01531 630088

[The Feathers in Ledbury](#) offers olde world charm and is a great place for a pint.



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Places to Visit & Days Out

If you decide to give your walking boots a rest for the day there are several local vineyards, cider and gin distilleries that offer tours and tastings.

From the very local [Lovells vineyard](#) in Welland, to the stunning [Three Choirs Vineyard](#) where you can be forgiven for thinking you are in France or Italy on a sunny afternoon. Or take a tour around [Westons Cider](#) museum, or learn more about the art of gin making at [Chase Distillery](#).

[Lovells Vineyard](#), Garrett Bank, Welland, WR13 6NF, 01684 311110

[Three Choirs Vineyard](#), Three Ashes Lane, Newent, GL18 1LS, 01531 890223

[Westons Cider Museum](#), The Bounds, Much Marcle, Ledbury, HR8 2NQ, 01531 660233

[Chase Distillery](#), Chase Farm, Rosemaund, Hereford, HR1 3PG, 01432 820455

[Malvern Theatre](#), less than 20 minutes away, hosts many a top class performance before or after a West End debut, and they also offer an interesting selection of films in their cinema.

There are events all year round at the Three Counties showground, and we provide a great location if you are exhibiting or visiting.

Just over the hill from us [Eastnor Castle](#) is well worth a visit. Check out their website for seasonal events from firework displays to the fun Chilli festival. They are also home to the Landrover Experience, where you can enjoy an off road track day in the hills behind the estate, a really great adrenaline fuelled way to spend a day.

There are several beautiful National Trust properties in the area that are all worth visiting, including Croome Court, Berrington Hall and Brockhampton Estate.

Need a relaxing spa day after an energetic day walking? [The Malvern Spa](#) is highly recommended and offer a great selection of treatments and full and half spa days, as well as a well equipped gym. Malvern Spa, Grovewood Rd, Malvern WR14 1GD, 01684 898290

Not forgetting this is a great area to enjoy all things equine. Cheltenham Races is a great day out, or pop over to Hereford or Ludlow for some racing fun.

The Forest of Dean is an interesting place to explore, and includes a great maze, and [Puzzlewood](#) is an ancient wood where Doctor Who and many other films have been shot.

The [Morgan Car Factory](#) in Malvern offer guided tours and you can hire a morgan for a day.

[Eastnor Pottery](#) are only 10 minutes away and we can thoroughly recommend a full or half day visit here for a pottery lesson.



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Pilates:

Fancy trying out Pilates whilst you are away? Tess offers Pilates Training for one to one's and small groups, (max 3) from the studio next door to the Retreat Barn. Personal training is by far the best way to start doing Pilates. A one to one session offers you a personal assessment and a program designed to your requirements, allowing you to focus on specific areas. Personal training will help you to perfect your technique and progress that much quicker. It is also recommended before joining larger classes, so that you can understand and start to master the Pilates Principles of breathing, alignment, control, precision, concentration and flow. Classes can be adapted for novices to more experienced practioners.

*Classes are 1 hour and include a Preparation phase, Main phase and Closing phase.
1:1 classes are £30 an hour*

Prebooking is essential as other classes take place in the studio next to the Retreat Barn during the week. For more information visit the Pilates section on the website.

Walking

Enjoy the beauty of the Malvern Hills and its surrounding towns and villages with the Malvern Hills walking app which provides a range of informative self-guided walks on your mobile device. GPS tracking, detailed photos, and turn by turn instructions provide you with the information you need to self-navigate this stunning part of the country.

The app is pre-installed with a Malvern town walk. Further walks are available to download for free (please connect to Wi-Fi to see the full list of available walks). The walk downloads contain all the information; there is no requirement for a mobile connection during the walks.

Click [here](#) to download the app.



Our Response to COVID

We want you to relax and enjoy your stay with us so we have put the following measures in place so you can switch off and relax as soon as you arrive.

- We offer self check in using a secure key box.*
- All hard surfaces will be cleaned and then disinfected.*
- We provide hand sanitiser, soap and anti viral cleaning supplies.*
- Our bedding is professionally laundered. All other items including towels, curtains and cushions will be washed after every stay.*
- Our guest information folder has been digitised and can be downloaded from our website.*
- Due to COVID we unfortunately have had to remove the DVDs, games and information leaflets we used to provide. You may wish to bring your own DVDs to watch.*
- All ceramics, glasses, pot and pans, cutlery and utensils will go through an intensive dishwasher cycle was after every stay.*
- We leave a few days between each stay to allow for a deeper clean and airing.*
- We are still on hand to ensure your stay is as relaxing and enjoyable as possible.*